Job Title: Applications & Business Manager

Department: Information and Technology Services

Immediate

Supervisor: Director of Information and Technology Services

| Origination Date: | 06/16/2004 |
|--------------------------|------------|
| Revision Date: | 07/01/2012 |
| Job Grade | 611 |
| FLSA Status | Exempt |

BRIEF DESCRIPTION OF THE JOB:

Supervises and assists the Applications & Business Analysts to ensure the efficient and effective development, support, and administration of enterprise, public safety, business, and Internet/Intranet software systems. Researches the potential use of new software technology, performs project management, and assists in the creation and maintenance of department operational and strategic plans. Prepares and administers annual operating and capital budgets for the Applications Division.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

| | Physical Strength Code | ESSENTIAL FUNCTIONS |
|---|------------------------------|--|
| 1 | S | Leads the Applications Development and Support Division of the ITS Department supervising the Applications & Business Analysts, facilitating resolutions to problems and issues, allocating appropriate resources, ensuring quality software development and support services, conducting performance appraisals, creating and monitoring performance objectives and training plans, and monitoring the divisional budget. |
| 2 | S | Serves as Project Manager on any software development and application implementation projects by providing input for scope development, task identification and definition, resource assignments and monitoring progress. Responsible for providing project status reports using the City's established project management standards. |
| 3 | S | Prepares and administers annual division capital and operating budgets. |
| 4 | S | Assists the ITS Director in the development and implementation of strategic and operational plans for application software development and support. |
| 5 | S | Serves as Technology Project Manager for all other IT related projects; internal and external to the Department. Chairs the Technology Steering Committee and serves on the CIP team as directed. |
| 6 | S | Performs software support or development activities as necessary. |

JOB REQUIREMENTS:

| JOB REQUIREMENTS | | | | |
|---|---|--|--|--|
| Formal Education / Knowledge | Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent. | | | |
| Experience | Minimum five years experience in a related field. | | | |
| Certifications and Other Requirements | Valid Driver's License. Ability to meet the criminal background regulations mandated by the FBI CJIS Security Policy. | | | |
| Reading | Work requires the ability to read technical manuals, installation instructions, and troubleshooting documents. | | | |
| Math | Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, and evaluate statistical information. | | | |
| Writing | Work requires the ability to write memos, instruction documents, spreadsheets, forms, and troubleshooting documents. | | | |
| Managerial | Complex - Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department. | | | |
| Policy / Decision Making | Significant - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typically positions in this category are supervisor to mid-management jobs. | | | |
| Budget Responsibility | Substantial - Has responsibility for final approval of at least one division budget and presents the budget(s) to Senior Management. Is authorized to approve division budgeted expenditures for both staff and resources up to the amount that requires the approval of Senior Management. | | | |
| Technical Skills | Comprehensive Application - Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs, solutions for highly complex issues, and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively. | | | |
| Interpersonal / Human Relations Skills | Moderate - Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction. | | | |

Physical Demands

Frequency Code Scale

| N = Never | R = Rarely | O = Occasionally | F = Frequently | C = Constantly |
|--------------|-----------------------|-----------------------|---------------------------------|-------------------------|
| Never occurs | Less than 1 hour/week | Up to 1/3 of the time | From $1/3$ to $2/3$ of the time | 2/3 or more of the time |

| Physical | Frequency Code | Description: | Physical | Frequency Code | Description: |
|-------------------|---------------------------------|--|---------------------|---------------------------------|---|
| Demand | (Mark only one) | (Check all that apply) | Demand | (Mark only one) | (Check all that apply) |
| Standing | □ N □ R □ O ⊠ F □ C | ✓ Making presentations ✓ Observing work site ✓ Observing work duties ✓ Communicating with co-workers | Pushing/ Pulling | □ N ⊠ R □ O □ F □ C | ☑ File drawers☑ Equipment☑ Tables and chairs☐ Hoses |
| Fine Dexterity | □ N □ R □ O ⊠ F □ C | ☑ Computer keyboard ☑ Telephone keypad ☐ Calculator ☐ Calibrating equipment | Climbing | □ N □ R □ O □ F □ C | ⊠ Stairs □ Ladders □ Step stools □ Onto equipment |
| Walking | □ N □ R □ O ⊠ F □ C | ☑ To other departments/offices☑ Around work site | Vision | □ N □ R □ O □ F ⊠ C | ☒ Reading☒ Computer screen☒ Driving☒ Observing work site |
| Lifting | □ N □ R ⊠ O □ F □ C | ☑ Supplies☑ Equipment☑ Files | Foot Controls | □ N ⊠ R □ O □ F □ C | ☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone |
| Carrying | □ N □ R ⊠ O □ F □ C | ☑ Supplies☑ Equipment☑ Files | Balancing | □ N □ R □ O □ F □ C | ☐ On ladders ☐ On equipment ☒ On step stools |
| Sitting | □ N □ R □ O ⊠ F □ C | ☑ Desk work ☑ Meetings ☑ Driving | Bending | □ N □ R ☑ O □ F □ C | ☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☒ Making repairs |
| Reaching | □ N □ R ⊠ O □ F □ C | ☒ For supplies☒ For files | Crouching | □ N □ R ☑ O □ F □ C | ☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground |
| Handling | □ N □ R □ O ⊠ F □ C | ☑ Paperwork ☐ Monies | Hearing | □ N □ R □ O □ F 図 C | ☑ Communicating via telephone/radio, to co-workers/public☐ Listening to equipment |
| Kneeling | □ N □ R ⊠ O □ F □ C | ☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground | Twisting | □ N □ R ☑ O □ F □ C | ☒ From computer to telephone☒ Getting inside vehicle |
| Crawling | □ N ⊠R □ O □ F □ C | ☑ Under equipment☐ Inside attics/pipes/ditches | Talking | □ N □ R □ O □ F ☑ C | ☑ Communicating via telephone/radio, to co-workers/public |
| Other | | (Explain) | | | |

| Fax machine, copy machine, telephone, pager, vehicle, general office supplies. Computer Equipment and Software: PC workstation, Microsoft Windows and Office software, Lotus Notes. | DL | J) | | | | | | | |
|--|---|-----------------|------------------|------------|------------|-----|------------|-----|--------------|
| Computer Equipment and Software: | Physical Demands (continue | (a) | | | | | | | |
| Computer Equipment and Software: | Machines, Tools, Equipment and Work Aids: | | | | | | | | |
| PC workstation, Microsoft Windows and Office software, Lotus Notes. | Fax machine, copy machine, telephone, | pager, vehicle, | general office s | supplies. | | | | | |
| PC workstation, Microsoft Windows and Office software, Lotus Notes. | | | | | | | | | |
| PC workstation, Microsoft Windows and Office software, Lotus Notes. | | | | | | | | | |
| PC workstation, Microsoft Windows and Office software, Lotus Notes. | Computer Equipment and S | oftware: | | | | | | | |
| Environmental Factors: Environmental Conditions Never Seasonally Several Times Per Month Per Week Extreme temperature (heat, cold, extreme temp, changes from outside work) | | | e, Lotus Notes | J. | | | | | |
| Environmental Conditions Never Seasonally Several Times Per Month Per Week | | | , | | | | | | |
| Environmental Conditions Never Seasonally Several Times Per Month Per Week | | | | | | | | | |
| Environmental Conditions Never Seasonally Several Times Per Month Per Week | | | | | | | | | |
| Extreme temperature (heat, cold, extreme temp. changes from outside work) Wethess and/or humidity (todily discomfort from moisture) Respiratory hazards (fumes, gases, chemicals, dust and dirt) Noise and vibration (sufficient to cause hearing loss) Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers) Health and Safety Conditions: Health and Safety Conditions Never Less than 1 1/3 or more of for the time of the time Mechanical hazards Mechanical hazards Mechanical hazard | | | | 1 | | | T | | |
| Extreme temperature (heat, cold, extreme temp. changes from outside work) Wetness and/or humidity (bodily discomfort from moisture) Respiratory hazards (fumes, gases, chemicals, dust and dirt) Noise and vibration (sufficient to cause hearing loss) Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers) Health and Safety Conditions: Health and Safety Conditions Never Less than 1 1/3 or more of the time of the time occurs hour per week hour per week the time of the time of the time of the time of the time occurs hour per week hour per | Environmental Condition | ons | Never | Seasonally | | | | | Daily |
| (heat, cold, extreme temp. changes from outside work) Wetness and/or humidity (bodily discomfort from moisture) Respiratory hazards (fumes, gases, chemicals, dust and dirt) Noise and vibration (sufficient to cause hearing loss) Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers) Health and Safety Conditions Health and Safety Conditions N = Never R = Rarely O = Occasionally F = Frequently C = Constantly I/3 or more of From 1/3 to 2/3 2/3 or more of Of the time I/3 to 1/3 or more of From 1/3 to 2/3 1/3 or more of From 1/3 to 2 | Extreme temperature | | | | Per IVIO | uul | rer wee | K | |
| work) □ <td></td> <td>om outside</td> <td>×</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> | | om outside | × | | | | | | |
| Cooking discomfort from moisture | work) | | | | | | | | |
| Respiratory hazards (fumes, gases, chemicals, dust and dirt) Noise and vibration (sufficient to cause hearing loss) Physical hazards (fugh voltage, dangerous machinery, aggressive prisoners, patients – not customers) Health and Safety Conditions Health and Safety Conditions N = Never R = Rarely O = Occasionally F = Frequently C = Constantly Never Less than 1 1/3 or more of From 1/3 to 2/3 2/3 or more of coccurs hour per week the time of the time the time Mechanical hazards M Chemical hazards M Electrical hazards M Electrical hazards M Explosives M Explosives M Communicable diseases M Chemicspecify M Chemicspecify Note Cother (specify) Note Cother (specify) Primary Work Location: Other (Specify) | | | × | | | | | | |
| Noise and vibration | | | | _ | | | | | |
| Sufficient to cause hearing loss Physical hazards | | rt) | × | | | | | | |
| Custificient to cause hearing loss) | Noise and vibration | | X | П | П | | П | | П |
| Chigh voltage, dangerous machinery, aggressive prisoners, patients – not customers) | | | | | | | | | |
| Health and Safety Conditions: Health and Safety Conditions N = Never R = Rarely O = Occasionally F = Frequently C = Constantly | | aggressive | | | | | | | п |
| Health and Safety Conditions N = Never R = Rarely O = Occasionally F = Frequently C = Constantly | | aggressive | | | | | _ | | 1 |
| Health and Safety Conditions N = Never R = Rarely O = Occasionally F = Frequently C = Constantly | | AG. | | | | | | | |
| Never occurs hour per week the time from 1/3 to 2/3 2/3 or more of the time the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/3 to 2/3 2/3 or more of the time from 1/4 to 2/3 2/3 or more of the time from 1/4 to 2/3 2/3 or more of the time from 1/4 to 2/3 2/3 or more of the time from 1/4 to 2/3 2/3 or more of the time from 1/4 to 2/4 2/4 or more of the time from 1/4 to 2/4 or more of the time from 1/4 to 2/4 or more of the time from 1/4 to 2/4 or more of the time from 1/4 to 2/4 or more of th | | | R = Rarel | v = Oc | casionally | F= | Frequently | C = | Constantly |
| Mechanical hazards | Treater and Sarety Conditions | | | | | | | | |
| Chemical hazards | | occurs | hour per we | eek the | e time | of | the time | 1 | he time |
| Electrical hazards | Mechanical hazards | | | | | | | | |
| Fire hazards | | | | | | | | | |
| Explosives | | | | | | | | | |
| Communicable diseases | | | | | | | | | |
| Physical danger or abuse | | | | | | | | | |
| Other (specify) Description | | | | | | | | | |
| Primary Work Location: ☐ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhood Centers ☐ Outdoors ☐ Other (Specify) ———————————————————————————————————— | | | | | | | | | |
| ☑ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhood Centers ☐ Outdoors ☐ Other (Specify) | Other (specify) | | Ц | | Ц | | Ц | | Ц |
| ☑ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhood Centers ☐ Outdoors ☐ Other (Specify) | Primary Work Location: | | | | | | | | |
| □ Warehouse □ Shop □ Vehicle □ Recreation Centers/Neighborhood Centers □ Outdoors □ Other (Specify) □ Protective Equipment Required: | | | | | | | | | |
| □ Vehicle □ Recreation Centers/Neighborhood Centers □ Outdoors □ Other (Specify) □ Protective Equipment Required: | ☐ Warehouse | | | | | | | | |
| □ Recreation Centers/Neighborhood Centers □ Outdoors □ Other (Specify) | □ Shop | | | | | | | | |
| Outdoors Other (Specify) Protective Equipment Required: | □ Vehicle | | | | | | | | |
| Other (Specify) Protective Equipment Required: | ☐ Recreation Centers/Neighborhood Centers | | | | | | | | |
| Protective Equipment Required: | □ Outdoors | | | | | | | | |
| | ☐ Other (Specify) | | | | | | | | |
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| IV/A | | ired: | | | | | | | |
| | IN/A | | | | | | | | |

Job Demands

Overall Strength Demands:

| Overall Strength Demands | | | | | |
|--------------------------|--|--|--|--|--|
| ⊠ Sedentary | Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time. | | | | |
| □ Light | Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree. | | | | |
| ☐ Medium | Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly. | | | | |
| ☐ Heavy | Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly. | | | | |
| ☐ Very Heavy | Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly. | | | | |

Non-physical Demands:

| Non-physical Demands | Frequently | Occasionally | Rarely | Never |
|---|------------|--------------|--------|-------|
| Time Pressures | × | | | |
| Emergency Situations | | × | | |
| Frequent Change of Tasks | X | | | |
| Irregular Schedule/Overtime | | × | | |
| Performing Multiple Tasks Simultaneously | × | | | |
| Working Closely with Others as Part of a Team | × | | | |
| Tedious or Exacting Work | | × | | |
| Noisy/Distracting Environment | | × | | |
| Other (Describe below.) | | | | |

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees
- Lead by example

• Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.